



City of Annapolis

Recreation and Parks Department

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Recreation Advisory Board January 9, 2013

The Recreation Advisory Board of the City of Annapolis held its regularly scheduled meeting on January 9, 2013 at the Roger "Pip" Moyer Recreation Center. **Chair** Hamill called the meeting to order at 7:00p.m.

Present: **Chair** Hamill, Aist, Lowman, Harrison, Nelson

Absent: **Vice Chair** Moyer, Montgomery, Hughes, Rankin, Moyer

The Board excused Ms. Walaski from attending the Board meeting but requested that the Open House numbers be provided for their regularly scheduled meeting to which she agreed to provide but they were not available for review. The Board had concerns that the PMRC numbers are down.

II. November 14, 2012 Meeting Minutes

Mr. Lowman moved approval of the November 14, 2012 as meeting minutes as written. Ms. Aist seconded the motion. The motion passed unanimously in a vote of 5-0.

III. Regular Business Before the Board

1. Director's Monthly Report to City Manager

The monthly report to City Manager was provided via email for the Board to review.

2. Director's Monthly Report to Advisory Board

The Board expressed concern regarding the fee change. The Board agreed to review the minutes from 2010 because the Board does not remember being made aware that the fees for County residents would be reduced and the fees for City residents will go up or remain the same. The Board noted that the first it heard about the fee change was in January 2013 so there needs to be a discussion while the Director is still preparing the Department's budget.

IV. New Business

January Open House

The Board had a discussion on the results of the Open House and noted that staff comments were inappropriate to the Board and to the customers. It was noted that the staff needs customer service education/training. The Board has concerns that there is no customer friendly service in place. The concern is that there is no senior leadership, discretion, responsibility or control.

PMRC Suggestions

The Board has concerns from a risk management perspective that the staff does not have any idea who is in the building in the event of fire, rape, guns, etc. This presents financial, safety and training risks. The Board would like an answer to the question as to why patrons do not have to sign in when they are in the building. In other recreation facilities, patrons are required to sign in.

The Board discussed that there was not a clear understanding regarding the membership disparities specifically who should receive the discount. How is the Department addressing parking overflow when the PMRC parking lot is full? The signage for the PMRC needs to be replaced. The Board discussed

that staff does not respect each other and the customers. There is a lack of communication among staff. Staff told customers that the Department was out of membership cards. Staff needs to be careful what they say about the Board, what staff posts on their FaceBook pages. Staff is beginning to appear very unprofessional.

The Board is recommending that the Department address customer service training for the staff, develop policy and procedures to be posted on website, standardized fees to be posted on the website, managerial supervision during the evening hours, and risk management concerns.

VII. Adjournment

Ms. Nelson moved to adjourn the meeting at 8:08pm. Mr. Lowman seconded the motion. The motion passed unanimously in a vote of 5-0. The next meeting is scheduled for February 13, 2013 at the PMRC at 7:00pm.

Tami Hook, Recorder